





INDIANA
WORKFORCE
DEVELOPMENT

TO: All Indiana Department of Workforce Development Employees
Workforce Investment Board Chairperson
Workforce Investment Board Director
Regional Workforce Board Chairpersons
Regional Operators

FROM: Andrew J. Pence 
Commissioner

THROUGH: Teresa L. Voors 
Chief Counsel and Director of Policy

DATE: May 4, 2007

SUBJECT: DWD Policy 2006-21
Indiana Department of Workforce Development's Communications Formation and
Dissemination Policy for All Funding Sources Administered by DWD

Purpose

To reissue Indiana Department of Workforce Development's Communications Policy

Rescission

DWD Policy 2004-24, dated April 8, 2005

Content

This policy describes: the distinctions in titling Indiana Department of Workforce Development's ("DWD") Policies, Commissioner's Directives and Formal Communications; the communication's creation, format and review process; the dissemination process; and, the planned review or end date of a policy. Also, the indexing system of communications is explained.

Titling of Communications

Three classifications will be used for all communications on an agency-wide basis.

DWD Policy – Transmits major program developments and policy statements about substantive issues that will have long lasting effects on all or part of the agency. Will be subject to a two-year review requirement, have a start date and possibly a planned end date. Must go through the review process outlined in this document and be signed by the Commissioner or Commissioner's designee.

DWD Commissioner's Directive – A communication necessary to cause immediate action by agency personnel or agency providers. Will be subject to a two-year review requirement, have a start date and possibly a planned end date. Must be signed by the Commissioner or Commissioner's designee. Will be used to delete or to reissue DWD Policies, implement short-term operational requirements (e.g., funding allocations, etc.), or other actionable, short-term, operational items. A review process undertaken by the Lead Team or appropriate designees may be required prior to issuance of Directives addressing specified topics, including those that reissue or delete DWD Policies.

DWD Formal Communication – An express communication that is necessary and used solely for informational purposes within the agency or with agency providers (e.g., information about upcoming agency events). Must be signed by the Commissioner or Commissioner's designee and should follow existing practices for office memorandums and other approved systems. No formal review will be required prior to issuance. Formal Communications will not be included in the indexing system.

Communication's Creation, Format and Review Process

The following procedures should be followed in the creation of policy:

1. Any administrative unit, following proper channels of command, may initiate a DWD Policy, DWD Commissioner's Directive, or DWD Formal Communication, using these guidelines.
2. The format for DWD Policies and DWD Commissioner's Directives shall include **Purpose, Rescission, Content, Effective Date, and Action**. Also, each DWD Policy and DWD Commissioner's Directive issued must contain a **Review Date** (at most two years from the issuance of the policy). If the policy has a certain, planned ending date, add an **Ending Date** (the date the policy will automatically become inactive). Each DWD Policy and DWD Commissioner's Directive should contain a field called **Ownership**. In that field, the administrative unit responsible for creating the document and implementing the contained action should be noted.
3. Lead Team members will approve drafts prepared in their divisions prior to the required internal review. Upon approval, the draft should be forwarded to the Policy Coordinator in Customer Solutions.
4. Draft documents will be circulated to the Lead Team for review by the Policy Coordinator. The Lead Team may also seek additional input from staff. This review should be completed in one calendar week. All comments received will be compiled and returned to the document's originator by the Policy Coordinator.
5. After receiving all comments, the document's originator will incorporate changes as appropriate. If substantial changes are required or made, the originator should seek an additional review by the Lead Team. The Lead Team or the Policy Coordinator may also request an additional review of the document following the incorporation of the changes.
6. The document will be assigned an indexing number by the Policy Coordinator. Upon final approval, the Commissioner or Commissioner's designee will sign the policy.

Dissemination Process

The Policy Coordinator will notify addressees listed in the new policy via e-mail of the issuance and posting of the communication. A web-based policy log is in place on the Agency's Intranet and the DWD Internet website. The Policy Coordinator will maintain a policy database and an original hard copy of each policy. All DWD Policies and DWD Commissioner's Directives have been posted on the Agency's Intranet for DWD staff and the Agency's Internet website for non-DWD employees since July 1, 2005.

Planned Review or End Date of a Policy

Within 60 days of the stated review date of a DWD Policy or DWD Commissioner's Directive, the responsible administrative unit (owner) must initiate a review of the policy or directive. The Policy Coordinator should be notified whether the document will be reissued with a new indexing number or become inactive. DWD Policies and DWD Commissioner's Directives being considered for reissue and review will also follow this policy creation and review process. The Policy Coordinator will notify the policy owner thirty days before the review date. If the policy has an end date, the policy will be removed from the DWD Intranet and the DWD Internet website with notification to the policy owner.

Indexing System

The current indexing system established in DWD Communication 97-1 will continue for DWD Policies and DWD Commissioner's Directives. DWD Formal Communications will not be included in the indexing system. All new DWD Policies and DWD Commissioner's Directives must conform to this indexing system. DWD Policies and DWD Commissioner's Directives will be numbered consecutively by program year, with no distinction between DWD Policies and DWD Commissioner's Directives.

For example: The first DWD Policy or DWD Commissioner's Directive issued for Program Year 2006 (July 1, 2006 through June 30, 2007) would be 2006-01. DWD Policy and DWD Commissioner's Directive will use the same contiguous numbering system. The second DWD Policy or DWD Commissioner's Directive issued for that program year would be 2006-02.

Review Date

April 30, 2009

Ownership

Legal Support

Indiana Department of Workforce Development

10 North Senate Avenue

Indianapolis, IN 46204

Telephone: 317.232.0203

Effective Date

Immediately

Action

Please adhere to the formation and dissemination process for DWD Policies, DWD Commissioner's Directives, and DWD Formal Communications.